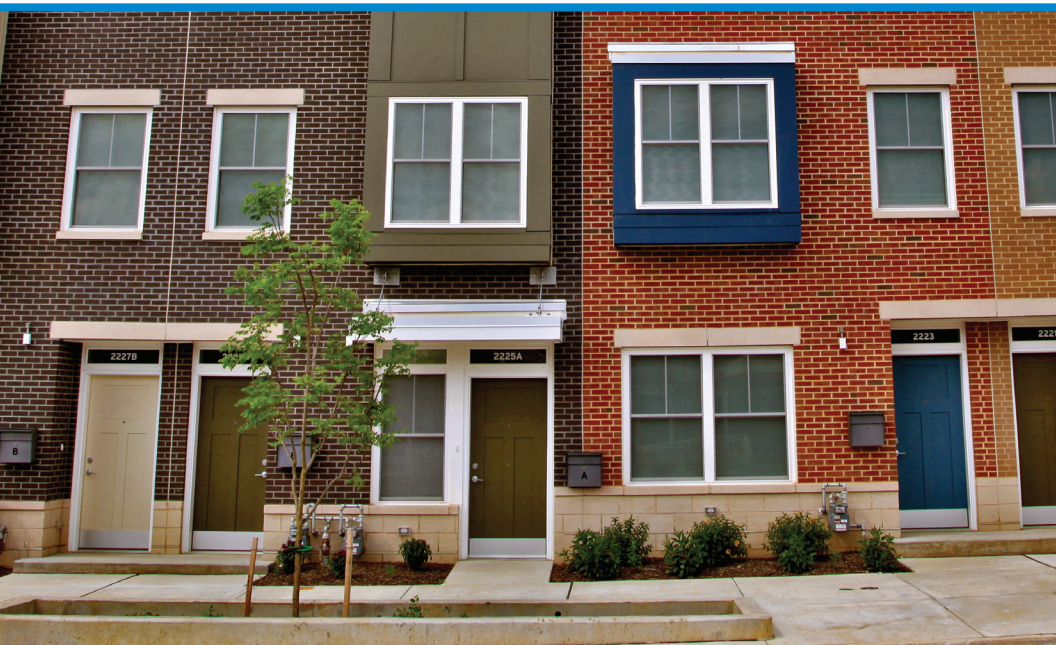




RESIDENT GUIDE

For Residents of
Conventional and
Scattered Sites
Fall 2022



PUBLIC HOUSING PROGRAM RESIDENT GUIDE

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IMPORTANT CONTACTS

Contact	Phone Number
Philadelphia Housing Authority Customer Service Center	215-684-4000
PHA Police (Administrative Office)	215-684-4840
PHA Police (Emergencies)	215-684-1911
Maintenance (Business Hours)	215-684-8920
Maintenance (After Hours)	215-684-1911
Vaux Community Building – PHA Workforce Center	215-684-8926
Director of Resident Relations	215-684-5300

Visit **www.pha.phila.gov/housing/pha-sites-map.aspx** and select your development for useful information regarding the services below:

- Community services (library, fire station, etc.)
- Public schools
- Shopping centers/banks
- Public transportation

INTRODUCTION

The Philadelphia Housing Authority's (PHA) mission is to open doors to affordable housing and economic opportunity, and create safe, sustainable communities to benefit Philadelphia residents with low incomes.

The purpose of this guide is to provide residents with an easy to navigate tool that includes policies, procedures and resident responsibilities. The guide includes agency-wide information for living in public housing, including some important lease requirements. For information specific to your development, please consult the applicable Resident Guide – Development Insert.

We hope that this guide will provide useful information on PHA's Public Housing Program and your individual community. It is all of our responsibilities to ensure that we are working together to maintain a community where every resident can thrive.

RENT

How is my rent calculated?

In order to determine rent, all your sources of income are calculated. This total is called your gross income. The housing authority then subtracts certain deductions (see below); the resulting number is called your adjusted income. Your total tenant payment (TTP) is a percentage of your monthly adjusted income per the table below.

Household Size	Total Tenant Payment
1-2 persons	28% of adjusted monthly income
3-5 persons	27% of adjusted monthly income
6+ persons	26% of adjusted monthly income

What deductions can I claim?

Households may deduct:

- \$500 per household if at least one adult household member works at least 20 hours per week.
- Medical Insurance Premiums for elderly/ disabled family members of families where the Head of Household, Co-head and/or spouse is elderly or disabled.



What is minimum rent?

Minimum rent is set at \$50. Minimum rent is paid when the calculated TTP is less than \$50.

What is ceiling rent?

Ceiling rents are used to cap income-based rents. If your calculated TTP is higher than the ceiling rent for the unit, you pay the ceiling rent.

Ceiling rents are updated every year, even though families paying ceiling rent have full recertifications only every three years. Ceiling rent updates are completed in the years between full recertifications. At the ceiling rent update, PHA compares the family's income-based rent from their last full recertification to the new ceiling rent. If the updated ceiling rent is below the income-based rent, PHA will automatically apply the new ceiling rent. PHA will notify the family of the new ceiling rent and will provide the family with the option to switch to income-based rent if the income-based rent is lower than the new ceiling rent.

When is my rent due?

Rent is due on the first of each month. If the first falls on a weekend or holiday, the rent is due and payable on the first business day thereafter.

What forms of rent payment are accepted?

Payments may be made by check, money order or online by using the Public Housing Customer Service Portal, where credit and debit cards are accepted. PHA will not accept rent payments in cash. Checks should be made payable to Philadelphia Housing Authority. All payments must include your name and unit number.

Where can I access the Public Housing Customer Service Portal?

You may access the Customer Service Portal by going to the PHA Home Page (www.pha.phila.gov) and clicking the banner for the Public Housing Customer Service Portal.

What happens if I pay my rent late?

A \$20.00 late fee will be charged to households that submit rent after the fifteenth (15) calendar day of the month. Remember that rent paid late 3 or more times within a 12 month period is considered chronically late and is grounds for lease termination.

What if I can't pay my rent?

Contact your Property Manager to request an extension. If you are behind on your rent, you are also able to request a Repayment Agreement, which provides up to six months to repay your balance while maintaining your current rent.

RECERTIFICATION

Recertification is a process in which PHA households are required to provide current information regarding income, assets, deductions, family composition and community service. This information is then used to adjust rents and renew leases.

The recertification process begins 90-120 days before your recertification effective date.

How often must I recertify?

Generally, recertifications occur every two years. If you pay ceiling rent or are an elderly/disabled family on fixed income, you will have full recertifications every three years.

Note that for families paying ceiling rent, PHA will conduct ceiling rent updates in the years between full recertifications.

Do I have to attend a recertification appointment?

All family members who are 18 or older must attend a recertification interview at PHA. PHA will make reasonable accommodations for individuals with disabilities who are unable to attend the recertification interview.

What happens at a recertification appointment?

You will receive notice by mail of documents you will need for recertification. The documentation relates to family income, expenses and composition. You are asked to bring all required documentation to your recertification appointment. PHA staff will review the information provided and, where needed, will request third-party verification to confirm family information.

What if my income changes during the year?

Generally, you are not required to report increases in income between regular recertifications. However, if your household has only temporary or sporadic income, or has zero income, you will be required to report increases in income between regular recertifications.

If your income decreases and you would like to report this change to PHA so that your rent may be recalculated, you may request an interim recertification.

What is temporary and sporadic income?

Temporary and sporadic income are earnings that are neither reliable (you cannot depend on receiving them) nor periodic (they are not received on a regular basis). One example might be occasional work as a handyman, where you've only worked a couple of times in the year and you don't have any documentation of the work or earnings.

How do I know if an interim recertification is required or voluntary?

Interim recertifications occur between regular recertifications. Interim recertifications are required if your household's composition has changed. Interim recertifications are also required for increases in income if your household has reported temporary or sporadic income or zero income.

You may request a voluntary interim recertification if your family has a decrease in income, or your family has an increase in applicable allowances or deductions.

Is there a limit to the number of voluntary interim recertifications that I can request?

You may only request one voluntary interim recertification every six months. Required interims do not count toward the limit. The six month clock restarts on the effective date of each regular recertification. Elderly/disabled households are exempt from this limit.

Can I add or remove people to and from my household?

With the exception of children who join the household as a result of birth, adoption, or court-awarded custody, you must request PHA approval to add a new family member or other household member such as a spouse, inter-dependent relationship partner, live-in aide or foster child.

PHA will not approve the addition of a foster child or foster adult if it will result in the need for a larger unit. Additionally, PHA will not approve the addition of other adult household members other than by reason of marriage or interdependent relationship or domestic partnership. Requests to accommodate additional household members based on health-related reasons must be verified by a doctor/medical professional and/or social service professional.

PHA will not approve the addition of a new family or household member unless the individual meets PHA's eligibility and screening criteria.

Changes in your household – including loss of a household member must be reported to PHA within 30 days of the change. An interim recertification to report a change in family size does not count towards your limit of one voluntary interim recertification every six months since reporting a change in household size is required.

I had a regular recertification and my rent changed. When will my new rent be effective?

Increases in your rent that result from a regular recertification will generally take effect on your household's anniversary date provided you have had at least 30 days advance notice. If less than 30 days remain before the scheduled recertification effective date, your rent increase will take effect on the first of the month following the end of the 30-day notice period.

Decreases in rent will take effect on your household's anniversary date.

What happens if my regular recertification is delayed and the delay is caused by the family?

If you cause a delay in the processing of your regular recertification, increases in rent will be applied retroactively to the scheduled effective date of the recertification and you will be responsible for any underpaid rent. You will not receive 30-day notice of the increase.

Rent decreases will not be applied retroactively. Rent decreases will be effective on the first day of the month following the month in which your documentation was provided.

I had an interim recertification and my rent decreased. When will my new rent be effective?

Your rent decrease will be effective on the 1st of the month following the month in which the change was reported and all required documentation was submitted.

I had an interim recertification and my rent increased. When will my new rent be effective?

You will receive thirty (30) days' notice if your rent increases after an interim recertification. Your rent will increase effective the 1st of the month following this notice period. For example, if you receive notice on January 15 that your rent will be going up, the rent increase will be effective March 1.

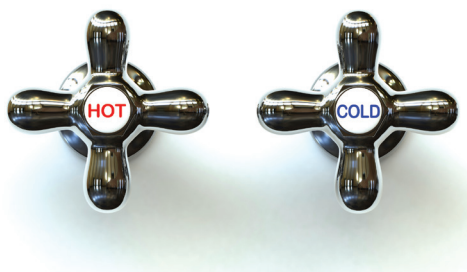
UTILITIES

Do I pay for utilities?

Your lease contains information on resident utility payment responsibility.

What is a utility allowance?

A utility allowance (UA) is provided to families when the cost of utilities is not included in the rent and the family is responsible for paying for utilities.



The utility allowance may include an allowance for electricity, gas, water, sewer and charges for other services such as garbage removal.

The utility allowance is deducted from your Total Tenant Payment (TTP), reducing the amount of rent you pay directly to PHA.

How is the utility allowance calculated?

The UA is determined by the size of the unit, type of the building, fuel type and type of utility.

My household is responsible for utilities. Do I have to maintain the utility service under my name?

Utilities not supplied by PHA must be in the name of the Head of Household or Co-Head of Household only. Failure to maintain active utility service for all utilities in the name of the Head of Household or Co-Head of Household will be considered a breach of the lease and may result in termination.

INSPECTIONS

PHA conducts the following inspections:

- Move-in Inspections
- Uniform Physical Conditions Standards/Preventative Maintenance (UPCS/PMI) Inspections
- Housekeeping Inspections
- Real Estate Assessment Center Inspections (REAC)
- Move-out Inspections

What is a Move-in Inspection?

A Move-in Inspection is completed before occupancy by PHA with the Head of Household or Co-Head. The condition of the premises is recorded, and deficiencies that may be corrected prior to move-in are identified.

What is a UPCS/PMI Inspection?

A UPCS/PMI Inspection is a yearly inspection conducted by PHA within the first ten (10) months of the fiscal year. During this inspection, the inspector will also complete minor repairs noted during the inspection.

What is a Housekeeping Inspection?

A Housekeeping Inspection is a yearly inspection to evaluate the housekeeping conditions, safety conditions and residents' care of the unit and compliance. If resident-caused deficiencies are discovered, the resident will have thirty (30) business days to correct them.

What is a REAC Inspection?

REAC Inspections are conducted by non-PHA inspectors to assess the condition of PHA's public housing properties.

What is a Move-Out Inspection?

A Move-Out Inspection is conducted by PHA with you at the time you vacate the property. If applicable, you will be provided with a written statement of charges that you are responsible for within thirty (30) days of your move-out. You may disagree in writing with PHA's determination regarding the condition of the unit/charges.

Will I get notice before an inspection?

Yes, PHA will notify you at least two (2) days in advance. You must provide access for inspectors. Failure to do so is a lease violation.

Can I reschedule an inspection?

Inspections are conducted during business hours. If you need to reschedule an inspection, you must notify PHA at least 24 hours prior to the scheduled inspection. PHA will not reschedule the inspection more than twice without good cause.

MAINTENANCE

What is the process for requesting a repair?

During normal business hours, call **215-684-8920**. During non-business hours, emergency repairs can be requested by calling PHA Security at **215-684-1911**. PHA staff will create a work order for maintenance staff.



How quickly will someone come to make my repair?

Emergency repairs must be made within 24 hours. If the repair cannot be completed in 24 hours, PHA will temporarily fix the problem until it can be fully corrected. Routine repairs will be made within an average of thirty (30) days.

What constitutes an emergency condition?

Emergency conditions are those situations that pose an immediate threat to the life, health or safety of tenants or that are related to fire safety hazards. Examples of emergency conditions are:

- Major plumbing leaks or flooding – including waterlogged ceiling or floor in imminent danger of falling
- Natural or other gas or fuel oil leaks
- Electrical problems that could result in shock or fire
- Broken heat (if it's below 60 degrees outside)
- Broken utilities, such as no running hot water
- Broken toilet
- Broken smoke detector
- Obstacles preventing safe entry/exit from the unit

Between what hours are repairs completed?

Generally, non-emergency repairs are completed between 8am and 4:30pm.

Do I have to be home for the repair?

Whenever possible, PHA will give at least two (2) days written notice of the date of proposed entry. Note that PHA will presume permission to enter the unit for repairs that you request, even if you are not home. If there is an emergency, PHA may enter the Property at any time without advance notice.

What if I have follow-up questions about the repair?

Contact your site superintendent.

Do I have to pay for the repairs?

You are required to pay reasonable charges for the repair of resident-caused damage beyond normal wear and tear. A list of repairs and the corresponding charges can be found at your Property Manager's office.

How long do I have to pay for the repair?

You must pay repair charges within 45 days of the date you are notified of the charges.

Who do I call if I get locked out?

You may call PHA maintenance at **215-684-8920**. If it's after hours, call PHA Security at **215-684-1911**.

Smoke and Carbon Monoxide Detectors

Any issues with a unit's smoke detectors (including batteries) must be reported immediately to PHA maintenance at **215-684-8920** or

215-684-1911 if it's after hours. No resident may disable or remove smoke and carbon monoxide detectors or their batteries for any reason. Broken smoke detectors are considered an emergency and will be addressed within 24 hours. State, federal and local emergency officials advise all families to conduct fire and safety drills with their household members regularly so they are fully prepared to respond to fire, climate disasters, and other hazards.



VEHICLES AND PARKING

As parking varies by development, please refer to your Resident Guide – Development Insert for parking rules specific to your development.

Here are some general dos/don'ts of parking on PHA property:

- Vehicles parked on PHA property must be in working order and have a proper license plate, registration and inspection sticker.
- Vehicles may not be washed or repaired on PHA property.
- In the event of a snow emergency, your Property Manager will alert you to any restrictions on parking.

GUESTS, FAMILY ABSENCES & PHOTO IDS

Included below is helpful information regarding guests, family absence and photo ID requirements:

- Residents are responsible for their guests. Be considerate of your neighbors, and remember that if a guest violates a lease provision, you will be held responsible.
- Overnight guests may not stay for a period exceeding thirty (30) consecutive days during a twelve (12) month period or ninety (90) cumulative days during a twelve (12) month period.
- A family may not be absent from the unit for a period of more than 183 total calendar days in the calendar year, except with good cause.
- If your family plans to be gone for more than thirty (30) consecutive days, you must notify your Property Manager ten (10) calendar days in advance.
- PHA will continue to notify you of any planned entry into your unit during your absence, unless you specify otherwise with your Property Manager.
- If someone in your family is absent for more than 183 days in a calendar year, that person is considered permanently absent, unless they are:
 - » A full-time student
 - » Placed in foster care
 - » Absent due to employment
 - » In the military (on active duty)

- Some developments issue resident ID cards required for resident entry. This information can be found in the Resident Guide – Development Insert. If you lose your card, you may receive your first replacement for free. Any future replacements will cost \$25 each.

HOUSEKEEPING

TRASH

Trash schedules for each development can be found in your Resident Guide – Development Insert. Note that PHA charges fees for improper disposal. Alert PHA maintenance of any trash area issues.

For the most up-to-date information on City of Philadelphia trash pick-up and holiday schedules, visit: www.philadelphiastreet.com/sanitation/residential/collection-schedules or call **311**.

I have street pick-up. Will PHA or City of Philadelphia provide a trash can for me to place my trash in?

No, residents are responsible for purchasing their own trash cans. Trash cans are not required. Remember that each unit is limited to a maximum of four 32-gallon containers or eight 32-gallon trash bags per pick-up.

How do I dispose of bulk items?

Unless your Resident Guide – Development Insert specifies that bulk trash disposal is available at your development, you must follow City of Philadelphia procedure.

Residents with curbside pick-up may set out up to two compactable furniture items - such as sofas and mattresses – per week. Remember that mattresses must be bagged and sealed in plastic mattress bags when set out. Residents without curbside pick-up who have a bed bug infested mattress must call PHA. PHA will provide plastic mattress bags and provide instructions on disposal.

Residents with non-compactable bulk items, or without curbside pick-up, may bring up to two oversized items and four tires per day to a city Sanitation Convenience Center.

See www.philadelphiastreet.com/sanitation/residential/sanitation-convenience-centers for a full list of centers.



AIR CONDITIONERS

Am I allowed to have a window AC unit?

Yes, but PHA must install it. Call PHA maintenance to arrange installation.

Can I have my window AC unit in all year?

No, AC window units are generally removed between November and April.

Will PHA help me take my window unit out?

Yes, residents should not remove window units themselves. Call PHA maintenance to arrange removal of a window AC unit.

PEST CONTROL

What if I'm not home when PHA comes by for pest control?

PHA may enter your home for pest control purposes even if you are not there. When possible, PHA will provide notice of entry and you will have the opportunity to reschedule visits if needed.

Can I request pest control?

Yes, call PHA maintenance.

What if I have bedbugs?

Call PHA maintenance immediately. Do not throw any items suspected of having bed bugs in common trash areas. PHA will assist in the removal of items.



STORAGE

Can I keep shoes, strollers, or other everyday objects outside my front door?

No, even if you live on the top floor of your building, you cannot leave anything outside of your unit door or in the stairwell.

Can I store items on my front/back porch or in the backyard?

Only items to be used on the porch or in the backyard may be left in those areas.

OTHER HOUSEKEEPING DOS AND DON'T'S

- Residents are not permitted to affix satellites onto any exterior surface of their unit.
- Bed sheets may not be used as window treatments.
- Please be respectful to your neighbors and limit noise in your unit and the common areas. In accordance with City of Philadelphia ordinances, quiet hours will be kept from 9pm to 8am.
- Splash pools may be used on front lawns, but must be drained properly to avoid flooding and may not be left outside overnight.
- Per City of Philadelphia ordinances, only residents residing in one- or two-family homes are permitted to use grills. Grills may be charcoal burning or propane.
- Grills must be kept at least 10 feet away from all buildings and should be used in backyards only.
- In developments with community grills, residents must supply all grilling materials and utensils.
- Residents using coal burning grills must cool coals and place coals in appropriate trash areas when grilling is completed.
- Space heaters may be issued by PHA upon request. Generators are not permitted.
- Residents may not keep extra refrigerators or freezers in their units.
- Do not store items in hallways or stairwells.
- Do not store flammable liquids.
- Residents living in developments with community rooms may contact their Resident Council Representative or Property Manager for information on scheduling private events in the community room.
- Reloadable cards must be used to pay for laundry at developments where laundry facilities are available.



SMOKING

PHA Smoke Free Policy prohibits smoking on all PHA properties, outside of designated areas.

Except where otherwise specified in the Resident Guide – Development Insert, designated smoking areas are those areas at least 20 feet away from PHA buildings.

If you or any of your guests are found smoking outside of designated areas, a Notice of Violation will be issued.



PETS

Can I have a pet?

Yes, but only common household pets, such as a dog, bird, cat, fish or hamster. The following animals are not permitted:

- Pets over 25 pounds;
- Cats and dogs over two months of age that have not been neutered or spayed;
- Animals not permitted under local/state law or code; and
- Pets with a vicious or aggressive disposition that could be potentially harmful to the health and safety of others.

What do I have to do if I want to get a pet?

You must provide your Property Manager with the following:

- Completed pet application form
- Basic information about the pet (name, weight, age)
- Verification of inoculations, vaccinations and neutering/spaying
- For dogs: copy of a City of Philadelphia license
- Contact information for the pet's veterinarian

- Designation of two responsible parties who may care for the pet if the owner is unable to care for the pet
- \$50 nonrefundable application fee per pet (except for fish, birds and other allowed animals for which there is a \$50 charge per unit rather than per pet)

Having unauthorized pets in your unit is a lease violation.



Is there anything I need to provide regarding my pet at regular recertification?

You must provide the following information at each regular recertification:

- Designation of two responsible parties who may care for the pet if the owner is unable to care for the pet
- For dogs: annual City of Philadelphia license or copy of permanent license microchip number/tattoo
- Contact information for the pet's veterinarian

PHA will check during your regular recertification that all applicable documentation is in the file (verification of inoculations, etc.). If it is not, PHA will request that it be provided.

What about service animals?

Service animals must be registered with the Property Manager before being brought onto PHA property. There is no application fee or restrictions on the size or breed of service animals. However, certification must be provided stating that the animal has received all inoculations required by local law.

Can I let my dog off-leash?

Dogs must be leashed or in an appropriate animal transport container whenever you take them outside your unit.

Can my visitor bring their pet to my unit temporarily? Can I watch my friend's pet?

With the exception of assistive animals, pets that are not owned by a resident are not allowed on the premises.

Is picking up pet waste required?

Yes, failure to take responsibility for waste disposal is a lease violation and will result in a \$25 fine per occurrence.

Am I liable if my pet damages my unit?

Yes, pet owners will be responsible for any repairs and/or cleaning, deodorizing or sanitizing necessitated by the presence of the pet.

What if I suspect that my neighbor has an unauthorized pet?

Report any suspected unauthorized pets or pet neglect to your Property Manager.

Can I feed stray animals that come on PHA property?

No, stray animals (cats, dogs, birds, squirrels) should not be fed. Feeding stray animals creates additional sanitary and safety issues and can be a nuisance to your neighbors.

COMMUNITY SERVICE & SELF-SUFFICIENCY REQUIREMENT (CSSR)

What is the community service requirement?

Community service is the performance of voluntary work or duties that are a public benefit, and that serve to improve the quality of life, enhance resident self-sufficiency, or increase resident self-responsibility in the community.

Do I have to complete CSSR?

Unless you are exempt (see below), you are required to contribute and document 8 hours of community service per month (96 hours a year) or participate in an economic self-sufficiency program for 8 hours per month.

Who is exempt from CSSR?

Persons 62 years of age or older, minors, persons who are blind or disabled, persons who are engaged in a work activity at least 30 hours a week, and families on food stamps/general assistance are exempt from CSSR. See the ACOP for a full list of exemptions.

What is a work activity?

Work activities include, but are not limited to:

- Unsubsidized employment
- Subsidized private-sector employment

-
- Subsidized public-sector employment
 - On-the-job-training
 - Job-search

Work activities may not include political activity. Thirty (30) hours is the minimum number of hours per week an individual must work to be eligible for the exemption.

How do I report my hours?

All adult household members who are non-exempt receive a CSSR Self-Certification Form on which they track their community service activities and hours. The self-certification is subject to verification with the organization for which the hours were completed.

Do I have to turn in my community service/self-sufficiency hours every month to PHA?

CSSR Self-Certification Forms must be submitted at the time of your regular recertification. However, you may turn in CSSR forms on a monthly basis if you prefer.

What if I become exempt during my lease?

You must report this change in status within 30 calendar days. The exemption will be effective immediately.

What if I'm currently exempt but I become non-exempt during my lease?

You must report this change in status within 30 calendar days. The effective date of CSSR will be the first of the following month.

GRIEVANCES

What is a grievance?

A grievance is any dispute which a resident may have with respect to PHA action or failure to act in accordance with the individual resident's lease or PHA regulations which adversely affect the individual resident's rights, duties, welfare or status.

What is a grievance hearing?

A grievance hearing is a formal meeting between the resident, his/her representative, the PHA manager and PHA's representative to dispute or settle the resident's grievance.

For example: PHA charges you for a maintenance repair. You don't believe you should have been charged and so you don't make a payment. After 45 days, PHA moves to terminate your lease due to non-payment. You may request a grievance hearing related

to the non-payment of these maintenance charges. PHA may not move forward with termination until the grievance hearing has been completed.

How do I request a grievance hearing?

When PHA sends a Notice of Adverse Action, the Notice will include instructions on how to request a grievance hearing. Contact your Property Manager for additional information.

Within how many days of the Notice of Adverse Action must I request a grievance hearing?

If you are filing a grievance in response to a Notice of Lease Termination for non-payment of rent or threats to health or safety, you have 14 calendar days from the date of the Notice within which to submit a grievance. For grievances filed in response to other Notices, you have 30 calendar days from the date of the Notice within which to submit a grievance.

TRANSFERS

What is a mandatory transfer?

PHA may require a resident to transfer to another unit under certain circumstances. The following is a list of PHA mandatory transfers:

- Emergency Maintenance;
 - » When life-threatening maintenance conditions exist in your current unit, building or at the site
- Demolition, Disposition, Revitalization or Rehabilitation;
 - » When the unit or property on which you live is undergoing major rehabilitation that requires your unit to be vacant or your unit is being demolished
- Transfer from an Accessible Unit;
 - » When you live in an accessible unit but no one in your family requires the accessible features, and another family needs the accessible features in your unit
- Occupancy Standards.
 - » When your family size changes and your family is now too large or too small for your current unit

Mandatory transfers are initiated by PHA management with the forwarding of a Notice of Proposed Action to a resident.

Will PHA pay for mandatory transfer?

Yes, PHA will pay for reasonable costs related to mandatory transfers.

What is a voluntary transfer?

A transfer initiated by the resident. The following is a list of voluntary transfers:



- Reasonable Accommodation;
 - » When someone in your family has a verified disability that requires a modification that your current unit does not have.
- Emergency Public Safety;
 - » When someone in your family:
 - » Has been a victim of domestic violence, dating violence, sexual assault, and/or stalking;
 - » Is part of a witness protection program;
 - » Requests protection from Sexual Violence or Intimidation Act (SVP and PFI) orders;
 - » Is a victim of physical harassment, extreme or repeated vandalism to personal property and/or repeated verbal harassment, intimidation or coercion which places the household member(s) in imminent danger.
- Rental Assistance Demonstration (RAD) Transfers;
 - » Families living at public housing properties at the time they were converted under RAD to Project Based Assistance, may request a transfer to another PHA public housing development. Residents seeking RAD transfers should request further information from their Property Manager.
- Verification of the need for a move will be required for voluntary transfers. Generally, voluntary transfers to housing at another PHA site are not permitted during the initial lease term.

How is transfer priority determined?

Transfers will be processed in the following order:

1. Emergency Maintenance & Emergency Public Safety
2. Transfers to and from Accessible Units
3. Reasonable Accommodation
4. Severely Underhoused and Underhoused
5. MTW Transfers
6. RAD 1 Transfers
7. RAD 2 Transfers
8. Demolition, Disposition, Revitalization, or Rehabilitation
9. RAD 3 Transfers
10. Severely Overhoused (by 2 or more bedrooms)
11. Overhoused (by less than 2 bedrooms)

On a case-by-case basis, PHA may transfer a resident family without regard for its placement on the transfer list in order to address the immediate need of a family in crisis.

REASONABLE ACCOMMODATION

A reasonable accommodation is a change, modification, alteration or adaptation in applicable policy, procedure, practice, program or facility that provides a disabled individual with the opportunity to participate in, or benefit from, a program (housing or non-housing) or activity.

The following are examples of reasonable accommodations:

- Unit modifications
- Transfers
- Housing Choice Voucher (HCV) Program Referral
- Live-In Aide

What is the process for requesting a reasonable accommodation?

1. Call or visit your management office to request a reasonable accommodation
2. Fill out a Reasonable Accommodation Request Form
3. PHA will verify the need for the reasonable accommodation and notify you whether the request is approved or denied

What if there is no PHA unit with the modifications I need?

If there is no public housing unit to satisfy a reasonable accommodation request, a resident may be referred to the Housing Choice Voucher (HCV) Program.

What is the process for adding a live-in aide to the household?

Once a request for live-in aide is approved, your Property Manager will contact you to set up eligibility screening for your live-in aide. A live-in aide must sign a certification of understanding where they confirm that they have no rights to the unit. PHA will provide one bedroom for the live-in aide.

MOVING OUT

If I want to leave PHA housing, what do I need to do?

PHA allows residents to terminate tenancy after the initial term (first two years) of the lease. You will need to submit to PHA a Notice of Intent to Vacate at least thirty (30) calendar days in advance.

What is a Notice of Intent to Vacate?

A Notice of Intent to Vacate is a standard PHA form that requests information on your move, including:

- The date you intend to move
- The date you will return your keys and pay your remaining rent balance
- Reasons for vacating

The Notice of Intent to Vacate must be signed by the Head of Household or Co-Head.



What happens if I don't notify

PHA thirty (30) calendar days in advance of move-out?

PHA may, at its discretion, waive the thirty (30) calendar day requirement. If you fail to give notice at all, PHA may charge you thirty (30) days rent from the date PHA discovers that the unit is vacant.

RESIDENT SERVICES

PHA's Resident Programs & Partnerships team offers residents a wide variety of training, services and programs to help them gain valuable skills and achieve self-sufficiency.

The following types of services are offered to PHA residents and may vary site to site:

- Career training and education
- Financial counseling, savings and planning
- Entrepreneurship/small business support
- Homeownership support
- Youth programs – afterschool and summer programs
- Scholarship Programs
- Senior(ages 55+) programs
- Health clinics
- Resident advocacy

For more information about all of PHA's resident service programs, call **215-684-5300**.

Programs open to all PHA residents:

Workforce Development Center at the Vaux Community Building

The Workforce Development Center is a "one-stop" location at 2300 W. Master Street that provides workforce and personal development connections with the purpose of promoting economic stability and self-sufficiency. All PHA residents, aged 18 and older, can enroll in programs at the Workforce Center and receive services designed to increase self-sufficiency.

Hours: Monday-Friday, 9AM-5PM; enter through 24th Street Entrance.

For more information, call the Workforce Center at **215-684-8926**

or email **Vaux@pha.phila.gov**.

Family Self-Sufficiency

The Family Self-Sufficiency (FSS) Program is a program which coordinates housing assistance with other resources to assist families to achieve economic self-sufficiency. Participation generally lasts five years, during which participants identify educational, professional, and personal goals.



If you are looking for more information or would like to enroll into the Family Self Sufficiency Program, call the Workforce Center at **215-684-8926** or email **Vaux@pha.phila.gov**.

Section 3 Resource Center – Entrepreneurial Support

The Section 3 Resource Center provides residents with an outlet to be successful in their careers, and helps them to develop ideas for starting a business. The Center's Section 3 Job Bank collects resident resumes and matches them with job opportunities on PHA-sponsored projects.

Interested public housing or Housing Choice Voucher residents, aged 18 or older, can inquire and enroll in Section 3 programs by visiting the third floor of the Vaux Community Building at 2300 W. Master Street, calling **215-684-8926**, or emailing **Section3@pha.phila.gov**.

Opening Doors to Affordable Homeownership

PHA's Opening Doors to Affordable Homeownership Program provides eligible Public Housing residents and Housing Choice Voucher participants with opportunities to become first-time homeowners and work towards economic self-sufficiency. Once participants complete the Homeownership Readiness Process, they can be eligible for a range of PHA homeownership grant and subsidy programs to help ensure affordability and long-term success as homeowners.

To contact the PHA Homeownership Department, visit:

The Vaux Community Building

(Open Monday-Friday, 9AM-5PM),

or call **215-684-8926**

or email **Vaux@pha.phila.gov**



PHILADELPHIA HOUSING AUTHORITY

OPENING DOORS TO OPPORTUNITIES
